

(10) Notwithstanding any other provision of this chapter, utility service may not be refused because of a delinquent account if the customer or applicant provides as a condition of future service a deposit or guarantee as governed by s. PSC 134.061, or a voucher agreement.

History: Cr. Register, January, 1975, No. 229, eff. 2-1-75; am. (1) (a) and (5) (a), Register, December, 1975, No. 240, eff. 1-1-76; am. (2) (intro.), Register, March, 1979, No. 279, eff. 4-1-79; emerg. cr. (2) (g), eff. 1-26-80; cr. (2) (f), Register, January, 1980, No. 289, eff. 2-1-80; cr. (2) (e), Register, February, 1980, No. 290, eff. 3-1-80; cr. (2) (g), Register, July, 1980, No. 295, eff. 8-1-80; emerg. cr. (10), eff. 12-17-81; cr. (2) (h), Register, September, 1982, No. 321, eff. 10-1-82; cr. (10), Register, September, 1983, No. 333, eff. 10-1-83; am. (8) (a), Register, June, 1986, No. 366, eff. 7-1-86; r. (9) (b), Register, May, 1987, No. 377, eff. 6-1-87.

**PSC 134.0623 Cold weather disconnections.** (1) **SCOPE.** (a) This section applies to disconnections of utility service which provides the primary heat source or a utility service affecting the primary heat source to residential dwelling units occurring during the period November 15 to April 15 in any year for occupied residences south of United States Highway 10 and during the period November 1 to April 15 in any year for all other occupied residences. A municipality divided by United States Highway 10 is considered to be wholly located north of the line.

(b) This section shall not apply to disconnections of service as outlined in s. PSC 134.062 (2) (b) or (d), 134.062 (3), or disconnections for remodeling or repairs.

(2) **NOTICE.** (a) Prior to disconnection of service, a utility representative shall attempt to meet personally with a responsible, adult member of the household to discover any circumstances which deserve special attention, such as medical problems or disabilities.

(b) If the utility is unable to establish such personal contact, it shall contact the customer by return-receipt-requested mail. The utility shall maintain a record of all customer contacts and attempted contacts.

(c) Prior to any planned disconnection of service, the utility shall notify the local department of social services.

(3) **TELEPHONE AVAILABILITY.** A utility shall provide its emergency after-hours telephone number to all households scheduled for utility service disconnection.

(4) **SOCIAL SERVICE AGENCIES.** A utility shall inform local law enforcement and social service agencies of the name, if known, and address of the occupant of a residence where service has been disconnected and that a threat to health or life might exist at the disconnected premises. The utility shall immediately notify the same agencies if service is reconnected.

(5) **FINANCIAL ASSISTANCE INFORMATION.** Not less than 5 days prior to disconnection, a utility shall advise a household to contact the county department of social services and other organizations that may provide financial or shelter assistance.

(6) **CUSTOMER AND OCCUPANT SERVICE INFORMATION.** Prior to disconnection, a utility shall inform the household of the availability of deferred payment agreements, budget billing, fuel assistance, and, in the case of an occupant who is not the utility customer, the option of accepting responsibility for future bills.

(7) **COLD WEATHER DISCONNECTION PROHIBITED.** A utility may not disconnect service to an occupied residence unless there are reasonable grounds to believe that the disconnection will not, under the circumstances, endanger human health or life during the period of disconnection.

(8) **NO DISCONNECTION ON CERTAIN DAYS.** A utility may not disconnect service to an occupied residence on a Friday, Saturday, Sunday, holiday or on a day when utility personnel are not readily available to the customer and occupant 24 hours per day to negotiate restoration of service.

(9) **THIRD PARTY CONTACTS.** If the customer or an individual in a household has previously requested that a specific third party be notified before disconnection, the utility shall contact that third party prior to disconnection of service.

(10) **MANAGEMENT-LEVEL EMPLOYEE.** Service may not be disconnected without the prior written approval of an appropriate management-level utility employee.

(11) **FOLLOW-UP VISIT.** (a) By the end of the work day following the day of disconnection, the utility shall make an in-person visit to the occupied dwelling to check on the household's well-being and to ensure there is no danger to human health or life. The utility shall again inform the household of the availability of deferred payment or budget billing agreements, the availability of fuel assistance, the existence of social service agencies that may provide financial or shelter assistance, and, in the case of an occupant who is not the utility customer, the option of accepting responsibility for payment of future bills.

(b) The utility may request that the visit be made by a representative of a city health department, local health and social service agency, local law enforcement agency, or similar authority but ultimate responsibility for the visit shall remain with the utility.

(c) The utility shall make a written record of the visit.

History: Emerg. cr. 11-7-84; cr. Register, December, 1984, No. 348, eff. 1-1-85; am. Register, December, 1987, No. 384, eff. 1-1-88.

**PSC 134.0624 Reconnection of service.** (1) Prior to October 15 of each year, or at a date designated by the commission, a utility shall attempt by letter, telephone, or personal visit to contact all residential households at premises to which service remains disconnected for nonpayment and inform them of available payment options such as budget billing, or deferred payment agreement. If a letter or telephone call does not result in a response from an adult member of the household, a personal visit shall be made. A record shall be kept of all contacts and attempts.

(2) On October 25 of each year, or at a date designated by the commission, a utility shall inform local law enforcement and county social service agencies of the name and address of each occupied dwelling where service remains disconnected. Upon request of the county department of social services, a utility shall also notify other designated agencies.

(3) On dates designated by the commission, a utility shall file periodic reports to the commission listing the number of occupied dwellings where service remains disconnected.

Register, December, 1987, No. 384

(4) A utility shall cooperate with law enforcement and social service agencies in negotiating restoration of service. Local law enforcement and social service agencies may use the commission's dispute resolution process on behalf of a household without service because of nonpayment.

History: Emerg. cr. 11-7-84; cr. Register, December, 1984, No. 348, eff. 1-1-85; am. (1), (3) and (4), Register, December, 1987, No. 384, eff. 1-1-88.

PSC 134.063 Deferred payment agreement. The utility is required to offer deferred payment agreements only to residential accounts.

Next page is numbered 175